



# Front Desk & Reservation Agent

## Announcement # DBH-00110

**Salary: \$9.00 to \$11.00 per hour      Series/Grade: NF 0303 02**

Naval District Washington - Fleet and Family Readiness Program

Department of the Navy Non-Appropriated Funds

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**LOCATION: Bachelors Housing – Dahlgren, VA**

**OPENED: 29 September 2010**

**CLOSES: Open Continuous**

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**AREA OF CONSIDERATION: ALL SOURCES**

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**Flexible (0 – 40 hours per week)**

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**TO APPLY:** Download forms on <https://www.cnic.navy.mil/ndw/Jobs/OpenPositions/index.htm>

Submit required forms OF-612 AND OF-306 to: Fleet and Family Readiness Program, Attn: HR Office, 47402 Buse Road - Bldg. 467, Patuxent River, MD 20670. *A résumé may be included with the required forms, but NOT in place the OF-612 and OF-306.*

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### **DUTIES AND RESPONSIBILITIES:**

Receives requests and processes reservations using property management system to check-in guests, assign rooms, checkout guests and record charges/payments. Change and cancel reservations. Ensures guest is authorized to use facilities. Provide certificate of non-availability (CNA) and/or alternative lodging in the area. Ensures guest privacy and security measures are maintained at all times. Responsible for the accountability of all room keys and other keys required for daily operations and submits inventory reports. Receive and is accountable for the change fund. Prepare Daily Activity Records (DAR) and deposit cash receipts at the end of each shift. May be required to run/print various reports in conjunction with Front Desk duties. Answer phones, transferring calls to appropriate individual and handles guest questions. Keeps the front desk area clean and neat in appearance. Perform other related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

One year of experience that demonstrates knowledge of basic principles, concepts, standards, and regulations related to front desk and/or reservation operations. Must be skilled in use of personal computers and various software programs. Must possess basic math and reading skills. Must be able to communicate clearly and effectively both verbally and in writing with management, staff and guests. Ability to control, account for and handle large amounts of cash.

### **SPECIAL REQUIREMENTS:**

Position requires availability to work all shifts, weekends and holidays. Must be able to obtain access to base computer system. This position is subject to completion of a satisfactory background check and/or National Agency Check (NAC), in accordance with NAVFAC policy.

**Visit our web site:**

**<https://www.cnic.navy.mil/ndw/Jobs/OpenPositions/index.htm>**

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**Note: All applicants must address the qualification requirements on your resume/application. If all required qualifications are not sited on your resume/application you will be disqualified**

Some positions have special requirements. In these cases selection is tentative pending satisfactory completion of these requirements. Applicants may be required to provide proof of education, etc. All selections are contingent upon the obtaining of satisfactory employment reference checks.

***As a condition of employment, the selected individual will be required to participate in the Direct Deposit/Electronic Fund Transfer program.***

Spouses of active duty military members of the Armed Forces may receive preference in hiring under this announcement if they are among the best qualified referred and are within reach of selection. Please clearly identify in your application that you are asking for spouse preference and submit a copy of current PCS orders. **Failure to submit current PCS orders with application will prevent spousal preference from being granted.**

The Department of the Navy is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation, or any other non-merit factor.

The Department of the Navy provides reasonable accommodation to applicants with disabilities. Applicants with disabilities who believe they require reasonable accommodation should contact our Human Resource Office to ensure that the Department of the Navy can consider such requests. The decision to grant an accommodation will be made on a case by case basis.

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